



Assistant operations Manager
Team leadership and organization

Introduction:

Do you enjoy managing a team and teaching others new skills? Are you a seasoned landscape or construction professional who wants to take your career to the next level? Do you thrive on providing an exceptional customer service experience? Are you a go-getter who is motivated by goals and incentives? Do you enjoy working in the great outdoors?

If you answered yes, then your next career move is to Puryear Farms Nursery and Landscaping as our new assistant operations Manager! We are expanding our team of 'A Players' and looking for an organized and detailed thinker, who still enjoys getting their hands dirty, to join our fun group of landscape professionals. The assistant operations manager, works under the guidance of our seasoned operations manager to supervise the landscape department and keep it on track to meet its goals.

As an industry leader, Puryear Farms is celebrating its 25th year in business with tremendous growth opportunities ahead of us. We have big goals and need top performers in order to reach them. Our team members are passionate, outdoor lovers, community leaders, and come from diversified backgrounds. We only hire people who share the vision of creating a great company culture and see this as their "destination company".

If you are looking for a work environment where professionalism and respect is paramount, then make Puryear Farms the last job change you will ever make!

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Objective & Responsibilities:

The Assistant Operations manager is a highly detailed individual who thrives in organizing & managing multiple people, tasks and priorities in an efficient way. The AOM is a leader who is accountable to meeting or beating budgets and company goals. The core objective of the AOM is to supervise the professional installation of all landscape projects and maintenance routes, providing exceptional customer service, while ensuring above industry average gross profit and developing our staff to be the best in our market. This will be accomplished by performing the following tasks:

- Create and constantly update project schedules of landscape & maintenance crews.
- Supervision, training and development of 50 staff members.
- Ensure production standards are being met by managing jobs and training on-site.
- Set the pace to ensure man hour budgets are met and efficiency is maximized.
- Supervise the morning & evening routines to ensure all processes are being followed.
- Provide daily job sheets, load lists, crew goals and maintain all company checklists.
- Layout and stage jobs in the field, provide one lesson per day, per visit to crew leaders.
- Coordinate the purchasing, staging, delivery and use of materials.
- Supervise sub-contractor schedules and provide on-job supervision when necessary.
- Call in locate request and procure permits as needed for each project.
- Coordinate the delivery of large equipment and specialized tools to each job.
- Verify previous day work order reports.
- Proactive communication with Account Managers as it relates to project schedules.
- Provide customer service relating to schedules, trouble shooting and change orders.
- Perform final site review and punch list with crew leaders and Account Managers for every job.
- Supervise or complete punch list items.
- Update the account managers as to progress of jobs.
- Partner with sales team to coordinate projects, schedules and satisfy set expectations.
- Ensure the proper operation and maintenance of equipment with the Fleet Mechanic.



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- Assist in disciplining of direct reports with the OM.
- Perform regular staff evaluations and make recommendations to the OM.
- Ensure that all safety procedures and safety programs are being followed.
- Report and record all accidents, work injuries and property damage complaints.
- Implement training programs for all crews.
- Attend weekly staff meeting, operation meeting, and company meeting.
- Participate in strategic planning and company initiatives.
- Provide recommendations for pricing, equipment and staff to maximize efficiency.
- Work with the Operations Manager to direct, supervise and dispatch snow removal operations in the winter (same responsibilities as above).

Accountability:

- ✓ Operations Dept. budget and gross profit goals.
- ✓ Labor Man hour goals for every project.
- ✓ Staff development and training, one lesson per visit.
- ✓ Optimized staging, preparation, layout and scheduling of projects.
- ✓ Proactive communication with Account Manager regarding schedule.
- ✓ Client satisfaction rates.
- ✓ Reporting, company checklist and billing accuracy.
- ✓ Daily work order sheets, schedule board, production board, CRM, & crew packets
- ✓ Final site review and punch list items.
- ✓ Change order requests and processing

The operations division consists of the design and installation of all types of landscape, hardscape, planting, irrigation, lighting, and construction projects plus the oversight of the property maintenance crews. The Assistant Operations Manager must be familiar with and have the ability to perform all aspects of these projects, including: installation techniques, project management, supervision, training, customer interaction and reporting.

Direct Reports & Relationships:

- The Assistant Ops Manager will report directly to the OM on a daily basis.



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- The AOM will work closely with the sales team, fleet mechanic, and nursery manager to properly coordinate all projects, staff, equipment, materials and subcontractors.
- The AOM will also work with the Office staff on daily billing, job costing, client communication and daily route sheets for crews.
- The OM will coach and assist the AOM to allow for the best opportunity to succeed.

Experience, Skills & Education:

- 5+ years combined experience in project management, scheduling, or construction.
- Minimum of 5 years in the Green Industry or construction related fields
- Considered an expert in the fields of landscaping and/or construction management.
- Associates degree, or higher, preferred. Other background considered
- Proficient level computer skills - Office suite, CRM programs, GPS software & Excel
- Experience leading, organizing and managing multiple people is a must.
- Experience with scheduling, project management and logistics is a must.
- Working knowledge of fleet equipment and trucks used in the industry.
- Must have the ability to read landscape plans and operate a transit.
- Valid driver's license and clean driving with no criminal record.
- Bilingual in English and Spanish is a PLUS
- Excellent written and verbal communication skills.
- Ability to maintain a professional, positive and charismatic demeanor at all times.

Success Factors:

- Possess a genuine love for the outdoors and landscaping.
- High energy, self-driven individual with strong leadership & persuasion skills
- Good teacher who enjoys sharing his or her trade with others through daily training
- Loves getting their hands dirty, prefers doing tasks and leads by example.
- Highly detail oriented person driven by task accomplishment & organization
- Enjoys coaching and building a team of professionals
- Consistently behaved person with strong core values & integrity
- Requires minimal supervision and consistently delivers above average results, success driven



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- Spatially intelligent, can navigate the most efficient travel routes without GPS
- Problem solver, patient individual who enjoys controlling chaos
- Comfortable managing & constantly communicating with team members
- Takes enjoyment in serving and providing value to others, enjoys working with a team
- Enthusiastic, positive and passionate person
- Driven by a desire to accomplish company and personal goals
- Able to deal with uncertainty and changing working conditions on a daily basis (stress)
- Can handle criticism and accept responsibility for the actions of others
- Ability to make quick judgment decisions based on logic and research
- Able to identify the most important priorities and act accordingly on a daily basis
- Thrives under pressure, handles stressful situations in a calm and collective manner
- Strategic thinker capable of creating and implementing systems
- Ability to maintain a proficient, yet teachable attitude at all times
- Strives for constant improvement and enjoys working in environments of growth and change
- Punctual and reliable person that can be counted on

Working Schedule:

- Willing to work long hours as necessary to accomplish set goals
- Approximate work load per week based on past experience of successful operations managers (spring – 55hrs, summer – 50hrs, fall 50hrs, winter 40hrs*)
- Crews arrive at 7am or earlier – AOM should be first in and last out when needed
- Available for all winter snow events, ability to work odd hours overnight when needed*



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- Typical day may involve 80% time in the field and 20% of your time in the office
- Work truck will be provided for field use (not take home)
- Must have the ability to operate equipment, trucks and lift up to 80lbs.
- Must be comfortable with a highly seasonal job and enjoy the change of pace

Compensation & Benefits:

- Relaxed company culture (we work hard, but like to have fun!)
- Numerous company events with opportunities to involve your family
- Total compensation of \$35,000 – 45,000
- Incentive structure allowing for additional earnings after first year
- Paid vacation (PTO) after one year
- Paid holidays (total of 6) after one year
- Work cell phone included
- Simple IRA plan available after one year (3% match)
- Health insurance after 90 days